

What is claimed is:

- 1           1.     A remote services architecture comprising:  
2     a remote services infrastructure, the infrastructure controlling remote service delivery  
3         and providing remote services data management; and,  
4     a service module, the service module interacting with the remote services  
5         infrastructure to provide a specific service, the service module being  
6         segmented from the remote services infrastructure.
- 1           2.     The remote services architecture of claim 1 wherein the service module  
2     includes an administration and notification interface module, the administration  
3     and notification interface module allowing a customer and a service provider to  
4     control the remote services infrastructure.
- 1           3.     The remote services architecture of claim 1 wherein the service module  
2     includes an installation, registration and change management module, the  
3     installation, registration and change management module supporting the remote  
4     services infrastructure and any other service modules deployed on top of the  
5     infrastructure.
- 1           4.     The remote services architecture of claim 1 wherein the service module  
2     includes an integration into system management platforms module, the integration  
3     into system management platforms module providing an integration point to a  
4     systems management platform.
- 1           5.     The remote services architecture of claim 1 wherein the service module  
2     includes an application program interface for service module creation module, the  
3     application program interface for service module creation module providing an  
4     interface of abstracted services to a service module creator.
- 1           6.     The remote services architecture of claim 1 wherein the remote  
2     services infrastructure includes an infrastructure services portion, the  
3     infrastructure services portion interacting with the service module, the

4 infrastructure services portion providing a standard interface for interacting with  
5 the service module.

1 7. The remote services architecture of claim 1 wherein the remote  
2 services infrastructure includes:  
3 an infrastructure communications portion, the infrastructure communications portion  
4 providing an abstraction of a protocol.

1 8. The remote services architecture of claim 7 wherein the abstraction of  
2 a protocol includes an abstraction of at least one of an HTTP protocol and an  
3 email protocol.

1 9. The remote services architecture of claim 1 wherein the remote  
2 services infrastructure includes:  
3 an infrastructure communications portion, the infrastructure communications portion  
4 providing physical network communications.

1 10. The remote services architecture of claim 9 wherein the physical  
2 network option includes at least one of Internet based communications, private  
3 network based communications and fax communications.

1 11. The remote services architecture of claim 7 wherein the infrastructure  
2 communications portion supports a communications module.

1 12. The remote services architecture of claim 11 wherein the  
2 communications module includes a communications authentication module, the  
3 communications authentication module providing a customer with authentication  
4 of a communication session.

1 13. The remote services architecture of claim 11 wherein the  
2 communications module includes an encryption module, the encryption module  
3 providing encryption of a data stream.

1 14. The remote services architecture of claim 11 wherein the  
2 communications module includes a queuing module, the queuing module queuing

3 data sent through the remote services infrastructure to provide data  
4 communications integrity.

1 15. The remote services architecture of claim 11 wherein the  
2 communications module includes a prioritization module, the prioritization  
3 module prioritizing for delivery data within the remote services infrastructure.

1 16. A remote services infrastructure architecture comprising:  
2 a remote services proxy, the remote services proxy providing communications flow  
3 management;  
4 an applications server coupled to the remote services proxy module, the application  
5 server providing persistent storage of remote services infrastructure  
6 information.

1 17. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 an intermediate mid level manager coupled to the remote services proxy and the  
4 applications server, the intermediate mid level manager providing data queue  
5 management, transaction integrity and redundancy.

1 18. The remote services infrastructure of claim 17 wherein the  
2 intermediate mid level manager is a customer mid level manager.

1 19. The remote services infrastructure of claim 17 wherein the  
2 intermediate mid level manager is an aggregation mid level manager.

1 20. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 an applications mid level manager coupled to the remote services proxy and the  
4 applications server, the applications mid level manager providing data  
5 normalization, and integration with a mail server data flow.

1 21. The remote services infrastructure architecture of claim 16 further  
2 comprising:

3 a certificate management system, the certificate management system providing  
4 management of certificates to verify connection authentication for the remote  
5 services infrastructure.

1 22. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 a remote services content generation mid level manager, the remote services content  
4 generation mid level manager providing content based on data held within the  
5 remote services application server module.

1 23. A remote services infrastructure architecture comprising:  
2 a remote services proxy, the remote services proxy module providing communications  
3 flow management;  
4 an intermediate mid level manager, the intermediate mid level manager providing data  
5 queue management, transaction integrity and redundancy.  
6 an applications mid level manager, the applications mid level manager providing data  
7 normalization, integration with a mail server data flow; and  
8 an application server coupled to the remote services proxy, the application server  
9 providing persistent storage of remote services infrastructure information.

1 24. The remote services infrastructure of claim 23 wherein the  
2 intermediate mid level manager module is a customer mid level manager module.

1 25. The remote services infrastructure of claim 23 wherein the  
2 intermediate mid level manager module is an aggregation mid level manager  
3 module.

1 26. The remote services infrastructure architecture of claim 23 further  
2 comprising:  
3 a certificate management system, the certificate management system providing  
4 management of certificates to verify connection authentication for the remote  
5 services infrastructure

27. The remote services infrastructure architecture of claim 23 further comprising:  
a remote services content generation mid level manager module, the remote services content generation mid level manager module providing content based on data held within the remote services application server module.